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Public Information Materials for Language Minorities

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Harry M. Bratt
Acting Director

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Public Information Materials for Language Minorities

A Hispanic man was attacked and beaten; his friend flagged down a pssing patrol car. Seeing that the victim needed help, the police attempted to move him to their car to take him to the local hospital. Since neither the victim nor his friend spoke English, there was little or no conversation between the police and the Hispanics. Misinterpreting the police actions, the Hispanics thought they were being arrested and began to resist. The scuffle attracted additional Hispanics. A near riot was averted when some bilingual passers-by intervened.

Law enforcement agencies in communities with non-English-speaking minorities face special challenges. The incident described above illustrates one aspect of the difficulties involved in providing police service to a community when there is a language barrier.

At the most basic level, non-English speakers may be unaware of law enforcement agencies and how they serve the public. Public information programs conducted on an ongoing basis transmit such information and facilitate interaction between police and citizens when the need for service arises.

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Public information programs also contribute to community acceptance by answering frequently asked questions or by highlighting programs directed to a specific group within the community. Use of such programs by law enforcement and criminal justice agencies is fairly widespread. However, even the best efforts may fail to inform the public if the community includes residents who are not fluent in English.

This pamphlet describes the special information needs of an important segment of our population--those with limited knowledge of English--and illustrates how selected criminal justice agencies have responded to these needs.

The Problem

Those who do not speak English fluently tend to live isolated from the nation's social, political, economic, and legal mainstream. This isolation creates a dual problem: For the minority person it fosters ignorance, poverty, and failure to take advantage of available community services. For the criminal justice agency, it can lead to prejudice, intolerance, and poor service delivery because of inability to communicate and to secure cooperation from non-English-speaking persons.

Everyone experiences frustrations when he or she doesn't know where to turn for help. The problem is especially severe when there is a language barrier. Now, however, non-English-speakers are recognized as

disadvantaged in their contacts with the justice system. Some criminal justice agencies have begun special programs to improve service to these segments of the population by providing useful and necessary information in languages other than English.

This information can be provided at various stages of the criminal justice process, or even before there is a need for interaction with criminal justice agencies. For example, there are many basic individual and community actions that can deter or prevent some crimes, and information about them should be readily accessible to everyone. It is crucial that all segments of the community understand which actions are illegal and how to report such criminal acts. Further, everyone should understand the reasons for police intervention and be aware of an individual's rights in such a situation.

In the courts, the language problem becomes most acute. Many States do not require the appointment of an interpreter, leaving the non-English-speaking defendant at a distinct disadvantage. Lack of communication among the defendant, the counsel, the witnesses, and the prosecution leads to frustration and, at times, resolution of the case to the defendant's disadvantage.

In the correctional setting, the non-English-speaker faces another set of frustrations: diagnostic intake interviews and tests, rules and regulations, educational and training programs, etc., are all in English. Bilingual programs in correctional settings would ensure that all inmates have equal opportunities for programs, including access to parole.

Surmounting the Barrier

Many operational programs inform language minorities about crime prevention and juvenile delinquency prevention. These programs include workshops and seminars, radio and television announcements, hotlines and emergency-aid telephone numbers, referral services, and public information brochures. Brochures are most commonly used; they are easy to refer to and they can be developed, produced, and distributed at low cost.

How To Begin

Before developing public information programs for language minorities, it is essential to become familiar with the target population. These guidelines may help:

- Survey the community to determine whether there are communication barriers.
- Learn about cultural differences--to avoid potential misunderstandings.
- Know the country of origin represented by the group--differences in dialects can be important in getting your message out.
- Keep the text short and easy to read--a broad subject is best treated in a series of pamphlets, not one large publication.
- Use examples and photographs relevant to the audience--your message will be more meaningful.

Sources of Help

The National Council of La Raza (Suite 210, 1725 Eye Street NW., Washington, DC 20006; 202/293-4680), a public interest/advocacy group for Hispanics, provides information and referrals to Hispanics and those who are interested in helping them.

The National Criminal Justice Reference Service (NCJRS) is a centralized resource of criminal justice information sponsored by the National Institute of Justice. Through its Share Package Program, NCJRS collects public information materials prepared by organizations all over the country and circulates them to interested law enforcement agencies and citizen action groups. You can borrow brochures, pamphlets, newsletters, program plans, etc., and build your own public information program with the benefit of the experience and success of other communities.

This pamphlet of public information programs is based on materials in the NCJRS Share Package files. The addresses of the programs described are included for your convenience.

Albany, New York

In 1975, the New York Crime Victims Compensation Board expanded its program to provide better service to the State's Spanish-speaking population. A brochure was developed in Spanish to explain eligibility for victim compensation, what the benefits are, and how to file a claim; a sample claim form is also included.

The Compensation Board employs a designated Spanish-speaking investigator, but many on the staff are bilingual. Interpreters aid victims in filing the initial claim and in gathering additional data for any supplemental forms.

The pamphlet is distributed through local police departments to victims of violent crimes. In addition, public service announcements are broadcast on major television stations and on over 250 local radio stations highlighting the victim compensation program and the availability of printed information. Although these announcements are broadcast in English, the board will respond in Spanish to queries they generate. The program also will make speakers available to groups serving the Spanish-speaking community.

New York State Crime Victims Compensation Board
875 Central Avenue
Albany, NY 12206
(518) 457-4060

- Es Usted Una Victima Inocente de Un Crimen Violento? (Are You an Innocent Victim of a Violent Crime?)

Chester County, Pennsylvania

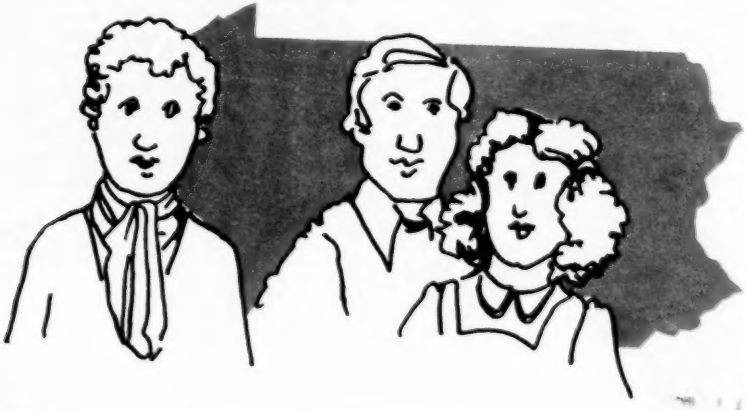
Chester County has the largest Hispanic population in Pennsylvania outside of Philadelphia. The Hispanic population cuts across a spectrum of educational and economic backgrounds and resides in both urban and rural areas.

A brochure describing the victim/witness program operated by the district attorney's office was translated into Spanish at the suggestion of the police legal coordinator. It represents a conscious effort to reach out to the Spanish-speaking community and to sensitize the entire community to the needs of the Spanish-speaking population. Many crime victims who are illegal aliens are too afraid of being deported to report crimes committed against them; internal policy at the district attorney's office has been to ignore the immigration status of victims unless pushed by the immigration authorities.

The brochure--in both English and Spanish--was promoted using press releases to draw public attention to the program and to the availability of bilingual brochures. Copies of the pamphlet were widely distributed throughout the country and to district attorneys' offices throughout the State.

Chester County Courthouse
District Attorney's Office
Attn: Police Legal Coordinator
West Chester, PA 19380
(215) 431-6440

- Ayuda Para Victimas y Testigos - Assistance for Victim-Witnesses



Crime Prevention Coalition

Thirty-one national organizations have banded together into the Crime Prevention Coalition. The coalition has undertaken a campaign to alert individuals to crime prevention and self-help activities. One of the first products is a 22-page brochure produced by the Law Enforcement Assistance Administration as part of the national effort. The brochure contains practical suggestions for protection against burglary, rape, arson, and other crimes. Attractively illustrated, the brochure also suggests neighborhood activities, details crime reporting procedures, and offers additional crime prevention information.

Crime Prevention Coalition
Box 6700
Rockville, MD 20850

- Dispone de us minute? Usted puede detener un crime (Got a minute? You could stop a crime)

Dade County, Florida

Dade County, which includes the city of Miami, has an extremely large Spanish-speaking population. The county also has other minority groups that speak no English at all. Bilingual programs became a necessity for reaching a large portion of the public served by the police department. The programs developed to aid the non-English-speaking within the county were undertaken to help educate the people in crime prevention techniques. Basic law-related facts and services available to the public were explained. Information and services are now available in any language for which a definite need can be demonstrated.

Bilingual printed materials are available on the following topics: citizen complaints, citizen rights, crime prevention, and the elderly. Seminars and presentations to citizen and community groups are also sponsored by the police department. Bilingual brochures play an important role for the presentations given in Spanish. In the past, while the presentations were well received, lack of Spanish-language materials detracted from the goal of improving police-community relations. The police department also sponsors announcements in local newspapers and on radio and television stations.

The bilingual materials are disseminated by the police department, citizens' groups, government agencies, libraries, and doctors' offices--in short, most locations where the public would notice them.

Dade County Department of Public Safety
Community Services Section
1320 NW 14th Street
Miami, FL 33125
(305) 547-7435)

Brochures available in Spanish and English on the following topics: citizen complaints, rights of citizens, the elderly, and crime prevention. Brochures in Spanish are on two reading levels.

Lansing, Michigan

The Lansing Human Relations Committee publishes most of its information brochures in both Spanish and English because most of Lansing's Spanish population is not fluent in English. The Human Relations Committee is concerned with human relations, contract compliance, affirmative action, and field representation.

On the Committee's staff is a translater who helps clients not fluent in English. The translator will also assist agencies or individuals in communicating information to the public on many matters. The committee prefers to handle most matters itself; if a referral is necessary, the staff makes the initial contact rather than merely sending the client. The committee also assists people with immigration questions. Another service provided is the publication of a guide to community services. A liaison officer from the police department is assigned to work directly with the Human Relations Committee in any matter concerning the police that is brought to the staff's attention. Additionally, a Mayor-Police Advisory Committee keeps the community informed about available services.

The informational materials developed by the Human Relations Department are distributed through community organizations, community meetings, volunteers, community-based agencies, and the neighborhood and city-operated community centers.

City of Lansing
Human Relations Department
7th Floor, City Hall
Lansing, MI 48933
(517) 487-1050

- Procedure for Processing Complaints Human Relations Committee, Lansing, Mich.
- Sus Derechos Cuando Usted Sea Arrestado (Your Rights When You Are Arrested)

Laredo, Texas

The National Resource Center on Child Abuse and Neglect of Mexican-American Migrants is a 3-year demonstration project funded by the National Resource Center on Child Abuse and Neglect. The purpose of the project is to serve as a resource center on child abuse for the Mexican-American migrant worker.

The materials published by the center are in Spanish, on two reading levels, and in English. Copies are distributed directly to migrant parents and other requestors, during presentations to community groups, and through social agencies and workers. A manual in English on the proceedings of a conference on child abuse is also available.

In addition to providing printed matter, the resource center makes local site visits to conduct workshops and give presentations. This service is available on a first-come-first-served basis and is free, although the requesting agency or group may be asked to help defray expenses.

National Resource Center on Child Abuse and Neglect
of Mexican-American Migrants
P.O. Box 917
Laredo, TX 78040
(512) 722-5174

- Que Es Child Abuse (Abuso de Ninos)? y Neglect (Descuido de Ninos) (What is Child Abuse and Neglect?)

Los Angeles, California

When the Crime Prevention Unit of the California Department of Justice came into existence 6 or 7 years ago, it immediately began producing public information brochures "to spread the word" on crime and crime prevention. Brochures on consumer protection, commercial protection, commercial security, drug abuse, domestic violence, courts and corrections, and juvenile justice were produced in English for use at community workshops. In response to a request from the Los Angeles office, the pamphlet on consumer protection, the first major topic developed by the unit, was translated into Spanish for use in a local senior citizens' program. The program was very favorably received by the community, and the Crime Prevention Unit received many letters of thanks for making this information available. In addition, the brochure made agencies serving seniors aware of the special needs of this group. The Crime Prevention Unit has also developed a film on consumer protection entitled "En Guardio" which may be purchased by any agency nationwide. Although Proposition 13 interfered with the department's plan to translate all English brochures into Spanish, community workshops are still sponsored.

California Department of Justice
Crime Prevention Unit
Room 203
217 W. First Street
Los Angeles, CA 90012
(213) 716-2372

- En Guardia: Una Guia Para El Consumidor (On Guard: A Guide for the Consumer)

Montgomery County, Maryland

Montgomery County has a Spanish-speaking population of about 30,000. Until recently, only one officer in the county police department was fluent in Spanish, while a large proportion of the Spanish-speaking population was not fluent in English. Police relations with the Spanish-speaking population were bleak until the Montgomery County Police Department initiated several activities. Additional police officers have become conversant in Spanish, especially officers who patrol Hispanic neighborhoods. Meetings were held between police officers and community representatives to settle differences and to foster an increased understanding of each other. The officers patrol these neighborhoods on foot in order to know the people they are serving on a more personal basis and, in turn, to become more visible. An interpreter is now available around the clock for the county's 911 emergency telephone service.

As a result of the high burglary rate in the Latino communities, a booklet on burglary prevention was prepared in Spanish and distributed throughout the county. These brochures are also made available through community groups and business organizations. Security surveys of both residential and commercial properties are available to the public.

Classes on law enforcement, burglary prevention, and sexual assault are also offered to county residents by the County Board of Education in cooperation with the police department.

Montgomery County Police Department
Crime Prevention
2350 Research Blvd.
Gaithersburg, MD 20760
(301) 840-2585 Karen McNally

- Precauciones Contra El Robo: La Mejor Poliza De Seguro Para Su Casa (Burglary Prevention: Your Best Home Insurance)

New York City

The Fund for Modern Courts, located in New York City, is an organization interested in restructuring the judicial system. It is involved in court-monitoring projects and in setting up information booths located in court houses.

A recently printed brochure, The Family Court and You, explains procedures in the family court system. It was developed in English and in a bilingual Spanish and English edition. Although the booklet is geared to the family court system in New York State, it may be and has been used as a prototype by court administrators in other states.

The booklet was developed in response to the most frequently asked questions at court information booths. Although many of the staff were bilingual, they felt the availability of printed materials would enhance and reinforce the service they were providing verbally to the public.

The brochure is distributed at the information booths and also in response to requests from civic groups and agencies dealing with family courts. This publication is the most popular of the group's publications. The Fund suggests that community groups and agencies planning to distribute this pamphlet add a separate sheet with local telephone numbers. A similar booklet on the criminal court system is planned.

Fund for Modern Courts, Inc.
36 West 44th Street
New York, NY 10036

- La Corte De Familia y Usted - The Family Court and You

Prince George's County, Maryland

The Prince George's County police department has only three bilingual officers to communicate with a large influx of Spanish-speaking people into the county from neighboring Montgomery County and the District of Columbia. The need for a program to improve rela-

tions between the Hispanic population and the police department became self-evident.

In January 1979, with a small grant from the Governor's Commission on Law Enforcement and Administration of Justice, the department initiated a "Cooperative Communication" program to help the county's Spanish-speaking people.

Staffing for the project is limited to one full-time bilingual police officer and two part-time bilingual Hispanic civilians who serve as a liaison to the Hispanic community. The aim of the project is to let people know that the police department is both willing and able to help them in any way it can. Activities include referrals, information, and assistance, and are not limited to traditional police concerns. In many cases, a member of the staff acts as an intermediary between the Spanish-speaking person and another agency or individual if there is a language barrier as well as a problem. The budget does not allow for printed brochures; however, materials have been reproduced on a photocopier and distributed. Films are shown, even if only an English-language version is available; a question-and-answer period, conducted in Spanish, follows all films. Moreover, the department gives presentations on various topics, aids the community in implementing "Operation Identification," and does security surveys on property when requested. Program members also serve as court translators when requested by either a community member or court personnel.

The program and its services are promoted widely throughout the targeted community and to a lesser extent in the rest of the county. Announcements of the program and its activities are given on local radio and television stations and the county information service refers inquirers to the program when applicable. The program has had a high success rate, averaging 80 assistance calls a month. The county will assume the financing of the project in the future if community acceptance remains high.

Prince George's County Police Department
Cooperative Communication Project
7676 New Hampshire Avenue
Langley Park, MD 20783
(301) 439-1380 Rafael Hylton

San Diego County, California

The San Diego County program to provide public information to language minorities began several years ago as part of an affirmative action effort. Prepared by the Office of the District Attorney, high-quality brochures containing a wealth of information are distributed to the community through local district attorneys' offices, service clubs, and at public gatherings. Their availability is also publicized through a series of public service radio announcements sponsored by the County District Attorney's Office. At the present time, detailed information is available in Spanish on Victim/Witness Assistance and Consumer Fraud. Leaflets have also been prepared on the court system and family support. Response to the program has been favorable.

San Diego County District Attorney's Office
220 West Broadway
San Diego, CA 92123
(714) 236-2329

- Cuidado Compradores (Buyers Beware)
- Folleto Informativo Para Victimas y Testigos (Handbook for Victims and Witnesses)

Santa Clara County, California

The Santa Clara County Victim/Witness Assistance Program is a nonprofit, nongovernmental program which has been operating for 2 years with a staff of five, including two native Spanish speakers. Santa Clara County, which includes the city of San Jose, has 1.25 million inhabitants, approximately 25 percent of whom are Latino. The decision to extend the program to the Spanish-speaking community is viewed as a "common sense" approach to providing services to the entire community. Service is available 24 hours a day, 7 days a week, in four major areas: immediate or emergency services, community services, court services, and loss recovery assistance through the victim indemnification program.

An extensive public information and outreach effort has elicited a positive response from the user com-

munity toward the victim/witness program. A brochure outlining the purpose of the program as a whole and the nature of available services accompanies every subpoena issued by the court. Copies of the brochure are available in all public buildings and are displayed in public libraries. A new effort is currently underway to increase the program's visibility; employers and labor unions are being asked to mention the program and its services in their newsletters.

The police department is also cooperating by distributing bilingual cards to victims advising them of eligibility requirements for victim indemnification. The police give a list of victims to the victim/witness assistance program, which follows up with a detailed letter explaining procedures for filing a claim. Concerned volunteers then help expedite and advocate the victim's claim in Sacramento or at State hearings.

In addition to Spanish materials, the program plans to develop brochures in both Vietnamese and Japanese.

Santa Clara County
Victim/Witness Assistance Program
Suite 620
777 North First Street
San Jose, CA 95112
(408) 295-2656

- El Victim/Witness Assistance Program: Para Ayudar Las Víctimas De Crimen - The Victim/Witness Assistance Program: To Help Crime Victims

Tallahassee, Florida

The office of the attorney general began producing public information brochures for statewide distribution in 1973. By 1974, as a logical outgrowth of the program, the office began translating many of the more popular pamphlets into Spanish to improve service to the large Spanish-speaking population in Florida. Under the name "Help Stop Crime!" this crime prevention program distributes information on sexual assault, residential burglary, commercial security, and "Operation Identification" to more than 480 sheriff and police departments, as well as many community action groups. The program also conducts a mass media campaign which presents crime prevention measures and announces the availability of both Spanish and English literature. Ranked in order of popularity, the three leading brochures in Spanish are on burglary prevention, sexual assault, and commercial armed robbery. The attorney general's office will supply free samples to any agency in the country upon request.

Office of the Attorney General
The Capitol
Tallahassee, FL 32304
(904) 488-5804

- La Violacion: Un Crimen Contra La Mujer (Rape: A Crime Against Women)
- Lo Que Ud. Debe Saber Sobre El Robo De Comercios A Mano Armada (It's Your Business To Know About Commercial Armed Robbery)
- Lo Que Se Debe Hacer Antes De Que Venga El Ladron (Putting the Burglar Out of Business)
- Es Ud. Blanco Facil Para Estos Robos? (What To Do Before the Burglar Comes)
- Operacion Identification Decal (Operation Identification Stickers)

Worcester, Massachusetts

The city of Worcester has a large and growing Hispanic population. The Hispanic Youth Resource Bureau was one of the first organizations in the area designed to meet the needs of this group. Part of a larger organization, Youth Cpportunities Upheld, Inc., the Bureau provides youth and their families with protective and supportive services. Specific activities include counseling and referral services, foster care, "big brother" and tutoring services, and an educational program for concerned parents.

The program, successful since its inception, has an extensive outreach program which helps Hispanic staff members in the field identify areas of concern and develop new programs to combat these problems. The bureau serves 300 youths and their families each year with a staff of 3.

In addition to providing services geared specifically toward youths, the bureau increases services offered by all community agencies to members of the Spanish-speaking community. The bureau has made other agencies aware of the problem areas, and has encouraged other social service and criminal justice agencies to hire Hispanic or bilingual staff members. Bureau staff members also act as translators for clients in dealing with agencies that do not have their own translators.

Hispanic Youth Resource Bureau, YOU, Inc.
75A Grove Street
Worcester, MA 01605

- El Bureau de Recurso Para Jovenes Hispanos - Hispanic Youth Resource Bureau

Other Programs

Current programs for language-minority groups that receive funding through the LEAA Discretionary Grant Program.

California

"Crime Prevention Education and Assistance Program." Sons of Watts Community Enterprises, Inc. Los Angeles. (79 CA AX 0013)

"Ayudate Community Crime Prevention Program." Ayudate -Campus Community Involvement Center, Los Angeles. (79 CA AX 0008)

"Improving Police Services to Language Minorities." San Francisco Police Department. (78 DF AX 0213)

"Ventura County Hispanic Development Project." Maca Community Services, Inc., Oxnard. (78 CA AX 0147)

"Asian Pacific Community Anti-Crime Program." Services for Asian American Youth, Los Angeles. (78 CA AX 0082)

"Communitas." Ocean Park Projects, Inc., Santa Monica. (78 CA AX 0080)

District of Columbia

"National Hispanic Youth Advocacy and Action Project." National Coalition of Hispanic Mental Health and Human Services Organization, Washington, D.C. (79 CA AX 0035)

Massachusetts

"Unitas - Alliance Against Crime." Unitas, Inc., Lowell. (78 CA AX 0146)

"Villa Victoria's Community Crime Prevention Project." Inguilinas Boricuas En Accion, Boston. (78 CA AX 0108)

New York

"Aspira National Juvenile Delinquency Prevention Program." Aspira of America, Inc., New York. (79 JS AS 0041)

"Hotline Cares." Hotline Cares, Inc., New York. (79 JS AS 0029)

"Youth Employment Skills Program." Mobilization for Youth, New York. (79 JS AX 0024)

"Spanish Language Program." New York County District Attorney's Office, New York. (79 DF AX 0201)

"Southwest Yonkers Congress Crime Prevention." Spanish Community Progress Foundation, Yonkers. (78 CA AX 0060)

Pennsylvania

"Choice of Non-delinquent, Delinquent Careers." Aspira, Inc., of Pennsylvania, Philadelphia. (79 JN AX 0024)

Texas

"South West Training Institute Community Anti-Crime Program." South West Training Institute, El Paso. (79 CA AX 0032)

Suggested Readings

The following publications have been selected from the collection of the National Criminal Justice Reference Service to suggest sources of additional information about this topic. All materials in the NCJRS collection may be borrowed on interlibrary loan. In addition, some of the materials are available on microfiche, distributed without charge by NCJRS.

BERGENFIELD, G. Trying Non-English Conversant Defendants: The Use of an Interpreter. Oregon Law Review, v. 57, n. 4:549-565. 1978. (NCJ 51356)

CHANG, W.B.C. and M.U. ARAUJO. Interpreters for the Defense: Due Process for the Non-English-Speaking Defendant. California Law Review, v. 63, n. 3:801-823. May 1975. (NCJ 27743)

CHAVES, F. J. Counseling Offenders of Spanish Heritage. Federal Probation, v. 40, n. 1:29-33. March 1976. (NCJ 34886)

CRONHEIM, A.J. and A.H. SCHWARTZ. Non-English-Speaking Persons in the Criminal Justice System: Current State of the Law. Cornell Law Review, v. 61, n. 2:289-311. January 1976. (NCJ 32946)

FERGUSON, R.F. Policemen: Agents of Change--A Crime Prevention Report. Crime Prevention Review, v. 2, n. 3:1-13. April 1975. (NCJ 37362)

HIPPCHEN, L.J. Development of a Plan for Bilingual Interpreters in the Criminal Courts of New Jersey. Justice System Journal, v. 2-3; 258-269. Spring 1977. (NCJ 42209)

MENESES, A. and L. LUNA. Spanish Manual for Court Interpreters. Las Vegas: Interpreter/Translator Project. 186 p. (NCJ 36556)

MITCHELL, M.C. Public Information and Law Enforcement. Santa Cruz, California: Davis Publishing Company, Inc., 1975. (NCJ 31690)

NATIONAL CONFERENCE OF CHRISTIANS AND JEWS. Justice System Interpreter Certification: Task Force Report. New York. 42 p. (NCJ 18034) Available on MICROFICHE.

NEW YORK CITY BOARD OF CORRECTION. Through the Veil of Pretrial Comprehension: New York City's Hispanic Defendant and the Criminal Justice System. New York. 1973. 23 p. (NCJ 11111)

SAFFORD, J.B. No Comprendo: The Non-English-Speaking Defendant and the Criminal Process. Journal of Criminal Law and Criminology, v. 68, n. 1:15-30. March 1977. (NCJ 43602)

U.S. DEPARTMENT OF JUSTICE. Law Enforcement Assistance Administration. California: Report to the Judicial Council on the Language Needs of Non-English-Speaking Persons in Relation to the State's Justice System, Phase 1 Report--Analysis of Language Needs and Problems. Sacramento, California: Arthur Young and Company, 1976. 300 p. (NCJ 34640) Available on MICROFICHE.

U.S. DEPARTMENT OF JUSTICE. Law Enforcement Assistance Administration. California: Report to the Judicial Council on the Language Needs of Non-English-Speaking Persons in Relation to the State's Justice System--Interim Report of Advisory Committee and Phase 2 Report. San Francisco: California Judicial Council, 1976. 75 p. (NCJ 35409)

Single copies of this pamphlet may be ordered without charge from NCJRS–GIP Program, Box 6000, Rockville, MD 20850. Organizations are encouraged to reproduce all or part of this pamphlet. Camera-ready art can be provided upon request to the Director of Communications.

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